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P.O. BOX 5000

OHSWEKEN, ONTARIO

NOA 1M0

INDIGENOUS VICTIM SERVICES QUALITY ASSURANCE WORKER
JUSTICE PROGRAM, CENTRAL ADMINISTRATION
(Contract)

Applications will be received by Grand River Employment & Training (GREAT) and Six Nations Council up until 4:00 p.m. EST, **Wednesday December 13, 2017**, for a contract **Indigenous Victim Services Quality Assurance Worker** with the **Justice Program, Central Administration**. The Six Nations Council Application for Employment Form, Job Posting and Job Description are available for printing from the www.greatsn.com website. Online applications will now be accepted through recruitment@sixnations.ca. **NO LATE APPLICATIONS ACCEPTED.**

JOB SUMMARY: Under the direction and supervision of the Justice Director the Indigenous Victim Services Quality Assurance Worker will be responsible for providing reports outlining the program's reach and responses to victimization, tragic circumstances and crisis. Additionally, the successful candidate will analyze all data collected to identify gaps in services and improvement areas and inform proposals for sustainable funding. The Quality Assurance Worker will be expected to prepare quarterly and annual reports on the programs' responses to individuals facing crisis and tragic circumstances. Further, the Quality Assurance Worker will create proposals advocating for program funding, donations from community agencies and ongoing provincial support for Indigenous-Victim Services. The Quality Assurance Worker will engage the community and provide information workshops on the program's reach and success and work within the policies and procedures established by Six Nations Elected Council.

SALARY: To be determined

BASIC QUALIFICATIONS:

- Possess a Bachelor's degree or a graduate degree in Social Work, Sociology, Psychology, or Education with a minimum of two (2) years of experience conducting program evaluations and quality assurance testing.
- Minimum three (3) years of experience working with Indigenous organizations or within First Nations communities.
- Excellent communication, critical thinking and interpersonal skills
- Flexibility and adaptability in a fast-paced environment;
- Has excellent report writing skills;
- High level of computer skills: Microsoft Word, Outlook, Excel, PowerPoint, and Publisher;
- Strong organizational and interpersonal communication skills;
- High level understanding of the mainstream legal and court system;
- Aware of Six Nations Community and services available in the area;
- Valid Class "G" driver's license.

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1:

1. Printed, filled in and authorized Six Nations Council Application for Employment Form.
2. Covering letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume – resume must clearly show that you meet the Basic Qualifications of this position as stipulated above.
4. Three (3) letters of reference from previous employers in the last 10 years;
5. A photocopy of your education diploma/degree/certificate or transcript.
6. Place all documents listed above in a sealed envelope and mail to or drop off at:

Indigenous Victim Services Quality Assurance Worker – Contract
 c/o Reception Desk
 Grand River Employment & Training (GREAT)
 P.O. Box 69
 Ohsweken, Ontario N0A 1M0

OR

SIX NATIONS ELECTED COUNCIL IS AN EQUAL OPPORTUNITY EMPLOYER AND WILL SEEK TO ACCOMMODATE THE NEEDS OF INDIVIDUALS WITH DISABILITIES IN A MANNER THAT MOST RESPECTS THEIR DIGNITY. ALL CANDIDATES ARE ENCOURAGED TO APPLY; APPLICANTS FROM SIX NATIONS AND OTHER FIRST NATIONS WILL BE GIVEN PREFERENCE TO DELIVER PROGRAMS AND SERVICES IN A FIRST NATIONS COMMUNITY. BASED ON THE NEED TO PROVIDE QUALIFIED PROFESSIONAL SERVICES, ONLY THOSE APPLICANTS MEETING THE MINIMUM REQUIREMENTS WILL BE INVITED FOR AN INTERVIEW.

Method #2:

1. Printed, filled in and authorized Six Nations Council Application for Employment Form.
2. Covering letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume – resume must clearly show that you meet the Basic Qualifications of this position as stipulated above.
4. Three (3) letters of reference from previous employers in the last 10 years;
5. A photocopy of your education diploma/degree/certificate or transcript.
6. Scan and email all documents listed above to recruitment@sixnations.ca.



**SIX NATIONS OF THE GRAND RIVER
JUSTICE PROGRAM
POSITION DESCRIPTION**

POSITION TITLE: QUALITY ASSURANCE WORKER

REPORTING RELATIONSHIP: The Quality Assurance Worker reports directly to the Justice Director

JOB SUMMARY

The Quality Assurance worker will be responsible for providing reports outlining the program's reach and responses to victimization, tragic circumstances and crisis. Additionally, the successful candidate will analyze all data collected to identify gaps in services and improvement areas and inform proposals for sustainable funding. The successful candidate will be expected to prepare quarterly and annual reports on the programs' responses to individuals facing crisis and tragic circumstances. Further, the successful candidate will create proposals advocating for program funding, donations from community agencies and ongoing provincial support for Indigenous-led Victim Services. Similarly, the Quality Assurance worker will engage the community and provide informational workshops on the program's reach and successes

DUTIES AND RESPONSIBILITIES

1. TECHNICAL

- a) Defines and implements program services' quality assurance practices and procedures.
- b) Will assist in the development of the justice program's policies and procedures.
- c) Will evaluate and validate the success of program services' initiatives and identify issues in response and delivery strategies
- d) Analyzes discrepancies in service or performance and makes recommendations that align with the program's overarching objective
- e) Ensures that the program services' delivery goals are met whilst adhering to approved budgets and legislation
- f) Evaluates scenarios to inform best practices
- g) Develops program evaluation for victim services
- h) Design and Implement data tracking strategies to be used to monitor the quantum, location, and type of response provide by victim services.
- i) Identify gaps in service delivery and make recommendations for improvement
- j) Reporting progress and data tracking initiatives to the justice director.
- k) Provide informational workshops to relevant stakeholders, agencies, partner organizations and the community broadly

2. ADMINISTRATIVE

- a) Represent Six Nations Justice Program at inter-agency meetings when appropriate.
- b) Keep monthly program statistics.
- c) Create monthly activity reports.

3. COMMUNICATION

- a) Ensures confidentiality is maintained.

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- b) Keeps the Justice Director apprised of activities on a weekly basis both verbally and in a written weekly and monthly reports.
- c) Provides statistical reports and recommendations.
- d) General understanding of communication procedures within an office setting.

4. OTHER RELATED DUTIES

- a) Performs other job related duties as may reasonably be required by the Justice Director/or Justice Working Committee.
- b) Attend and participate in scheduled training as directed by immediate supervisor.

5. KNOWLEDGE AND SKILLS

Qualifications

- Must have a Bachelor's degree in social work, sociology, psychology, education
- Or
- A two-year social service worker diploma with three to five years' continuance experience in the human services field.
- Must have experience in program evaluation and quality assurance.
- Minimum three (3) year experience working with Indigenous organizations or within First Nations communities

6) OTHER PREFERRED SKILLS

- Excellent communication, critical thinking and interpersonal skills.
- Has excellent report writing skills.
- Flexibility and adaptability in a fast paced environment
- High level understanding of the mainstream legal and court system.
- High level of communication skills: interoffice, telephone, and written.
- High level of computer software skills: Microsoft Word, Outlook, Excel, Power Power, and Publisher
- High level of office and interpersonal communication skills.
- Strong level of organizational skills for self.
- Must be a team player.
- Possess research and data collection skills.
- Has a valid G license.
- Aware of Six Nations Community and services available in the area.
- Possess the ability to adapt and relate effectively with people of all ages.
- Will participate in recommended training.

7) WORKING CONDITIONS:

- Work requires physical activity and mental stress; requires working inside/outside; requires travel; requires extensive interactions with the public, who at times may be hostile or irate; subject to interruptions, deadlines, unscheduled hours.
- Work has a high public profile, extensive public contact and is subject to deadlines and interruptions.
- Work involves considerable out-of-office contact.

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- Work requires the ability to prioritize tasks, work independently with minimal supervision, and cope with many demands and time constraints.
- Work may at times be subject to unscheduled hours.

8) WORKING RELATIONSHIPS:

With the Justice Program Manager

Receives direction, guidance and discusses plans, priorities to ensure tasks are done efficiently and effectively, receives instruction and supervision.

With Department Staff

Liaises, cooperates and provides encouragement; maintains control through teamwork and direction.

With Other Staff

Maintains cooperation and consideration with all staff.

With External Agencies

Represents and promotes Six Nations interests relative to the Justice Program and maintains awareness of legislative policy and program changes; seeks to develop sound, professional working relationships.

With the Public

Represents and promotes the justice program interests of Six Nations; works in a courteous, co-operative, positive and proactive manner, provides information as requested.

9) IMPACT OF ERROR

Errors in judgement and in the conduct of duties could lead to loss of credibility, poor public relation, confusion, duplication of effort and misinformation being given to the Director of Health Services, Health Committee, Six Nations Council, Government Agencies and the public.

10) CONTROL

Guiding principles set by the Justice Program and Six Nations Council. Works within the administrative policies and procedures by the Six Nations Council for the Justice Program and other legislation provided by the respective government.

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APPLICATION FOR EMPLOYMENT
With the Six Nations Council

PART I GENERAL INFORMATION

Application for: (Job Title)			Closing Date:		
Name of Applicant:	First Name	Initial	Last Name	Band & Number(if applicable)	
Mailing Address (R.R.#, Blue # & Address)			Home Phone.	Alternate Phone No.	
City or Town or Village	Province	Postal Code		Email Address	
<p><i>Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply; applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations Community. Based on the need to provide qualified professional services only those applicants meeting the minimum requirements will be invited for an interview.</i></p>					
Do you have specific needs to be accommodated? If so, in what manner?	Do you have the valid required license(s)?	Do you have a valid First Aid/CPR Certificate?		Have you had WHMIS Training?	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you have previously worked for Six Nations Council, please answer the following:					
Length of time worked _____ Months _____ Year(s) Dates Employed: _____					
Reason for Leaving _____					
Permission for GREAT to keep a copy of application to assist in seeking/obtaining employment.					
<input type="checkbox"/> Yes <input type="checkbox"/> No					
Have you ever been convicted of a criminal offence for which a pardon has not been granted? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Do you wish to work <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary/Casual					
Some positions may require a medical examination as it pertains to the position and will be requested if you are the successful candidate. Would this present a problem for you? <input type="checkbox"/> Yes <input type="checkbox"/> No					

PART II EDUCATION

Year Last Attended	Secondary School					College or University					Graduate or Professional					
	9	10	11	12	13	1	2	3	4	5	1	2	3	4	5	
Level Completed																
Certificates, Diplomas, Degrees obtained																
Course of Study Taken																
List any specialized Training, Apprenticeship Skills, Awards, Professional Designations, and other Education																

PART III WORK HISTORY

I Present or Last Employer	Address:
Type of Business:	Telephone Number:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
II Previous Employer	Address:
Type of Business:	Telephone:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
III Previous Employer:	Address:
Type of Business:	Telephone Number:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
We will be contacting your present and any previous employers listed for a reference check. Besides your Immediate Supervisor who else should we ask to speak with? (List name, job title & phone number)	
1. _____	
2. _____	

****PLEASE READ CAREFULLY****

YOU ARE REQUIRED TO PROVIDE PROOF OF YOUR EDUCATIONAL QUALIFICATIONS AS IT PERTAINS TO THE JOB DESCRIPTION. PLEASE ATTACH A COPY OF YOUR DIPLOMA, DEGREE, CERTIFICATE OR TRANSCRIPT WITH YOUR COVERING LETTER, RESUME AND APPLICATION FORM

By signing this application you are consenting for this employer to contact your previous employers for references.

Authorization:

I have completed this application to the best of my ability and the foregoing statements are correct to the best of my knowledge. I do understand that any misrepresentation may disqualify me from employment or be cause for dismissal. If I am hired, I shall abide by all policies and procedures of the Six Nations Council which includes serving an initial probationary period.

Applicant's Signature

Date